

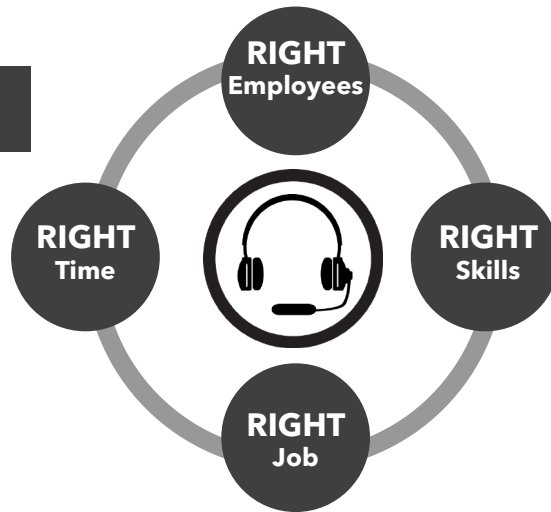
**SPREADSHEET BASED FORECASTING & SCHEDULING  
IS A NIGHTMARE!**



- **LESS ACCURATE FORECAST**
- **TIME CONSUMING**
- **HIGHER SHRINKAGE**
- **OVER/UNDER STAFFING**

**WORKFORCE MANAGEMENT**

- Forecasting & Scheduling
- Intra-Day Management
- Supervisor Alerts
- Real-Time Adherence
- Agent Portal



**PERFORMANCE MANAGEMENT**

- Graphical Dashboards
- Custom Scorecards
- Goal Setting
- Alerts
- KPIs by Supervisor, Planner or Agent

**EVOLVE IP'S CONTACT CENTER SOLUTION INTEGRATES WITH MONET LIVE,  
A REAL-TIME PLATFORM FOR AGENT OPTIMIZATION**

- **REDUCE** talk time to 10-20 minutes per agent, per day
- **SPEND 20 HOURS LESS** every week on agent schedules
- **ABANDON RATE UNDER 4%** with fewer full time agents
- **AVERAGE SAVING OF 5-10%** of your staffing hours
- **CUT AGENT IDLE TIME BY 62%**
- **INCREASE PHONE SERVICES LEVEL** with the same staff

AGENT	WORKGROUP	EMP ID	EMP TEAM	SCHEDULE	STATUS	TIME	16:30	16:45	16:55	17:10	17:15	17:30	17:45	18:00	18:15
Amara, Anthony	Customer Care US	951793862	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Anthony, Susan	Customer Care US	951793864	Blue Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Aracelis, Omara	Customer Care US	951793864	Yellow Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Armitage, Richard	Customer Care US	951793865	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Arrows, Morgan	Customer Care US	951793866	Blue Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Arnes, Brian	Customer Care US	951793867	Yellow Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Atkinson, Brian	Customer Care US	951793868	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Audi, Charlette	Customer Care US	951793869	Blue Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Ayala, Daniel	Customer Care US	951793870	Yellow Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Balch, Colleen	Customer Care US	951793871	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Bass, Eric	Customer Care US	951793872	Blue Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Beard, Michelle	Customer Care US	951793873	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Barnes, Richard	Customer Care US	951793874	Yellow Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Barton, Craig	Customer Care US	951793875	Red Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Baxter, Colleen	Customer Care US	951793876	Blue Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Beck, Maria	Customer Care US	951793877	Christine Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Ben, Lance	Customer Care US	951793878	Christine Team	Available	ONCALL	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00